



Coordinator's Briefings 2013

**Lessons Learned & Best Practices
from a Locality Perspective**



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Presenters

- **Pat Collins, CEM**

Prince William Co.

Emergency Services Manager

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- **Doug Jones, VaPEM**

Accomack Co.

Deputy Emergency Management Coordinator

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- **Doug Jones, VaPEM**

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- **Pokey Harris**

Director of Emergency Management

Washington County, VA

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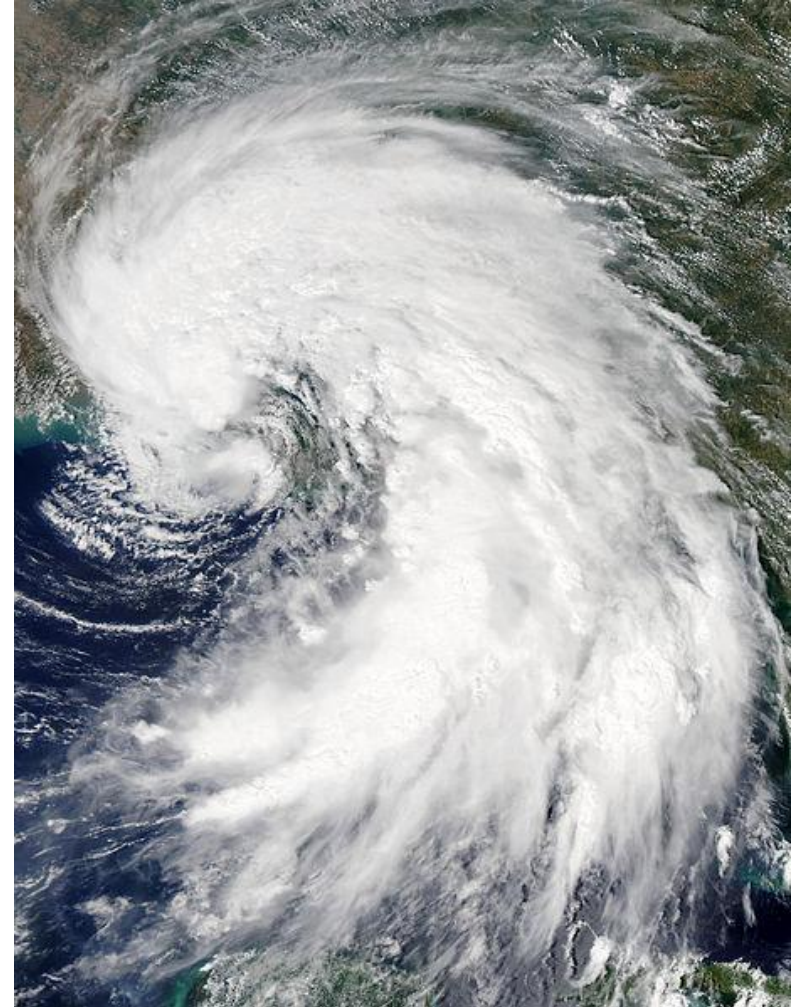
Events

- **Hurricane Sandy** – Accomack Co.
- **EF-3 Tornado** – Washington Co.



Tropical Storm Lee

- Named
Sept 2, 2011
- Dissipated?
Sept 5, 2011
- Max Sustained Winds:
60mph
- Formed in the Gulf of Mexico and progressed north along the Eastern U.S.





Tropical Storm Lee

- 18 Fatalities in the U.S.
- Estimated \$1.6 Billion in damages





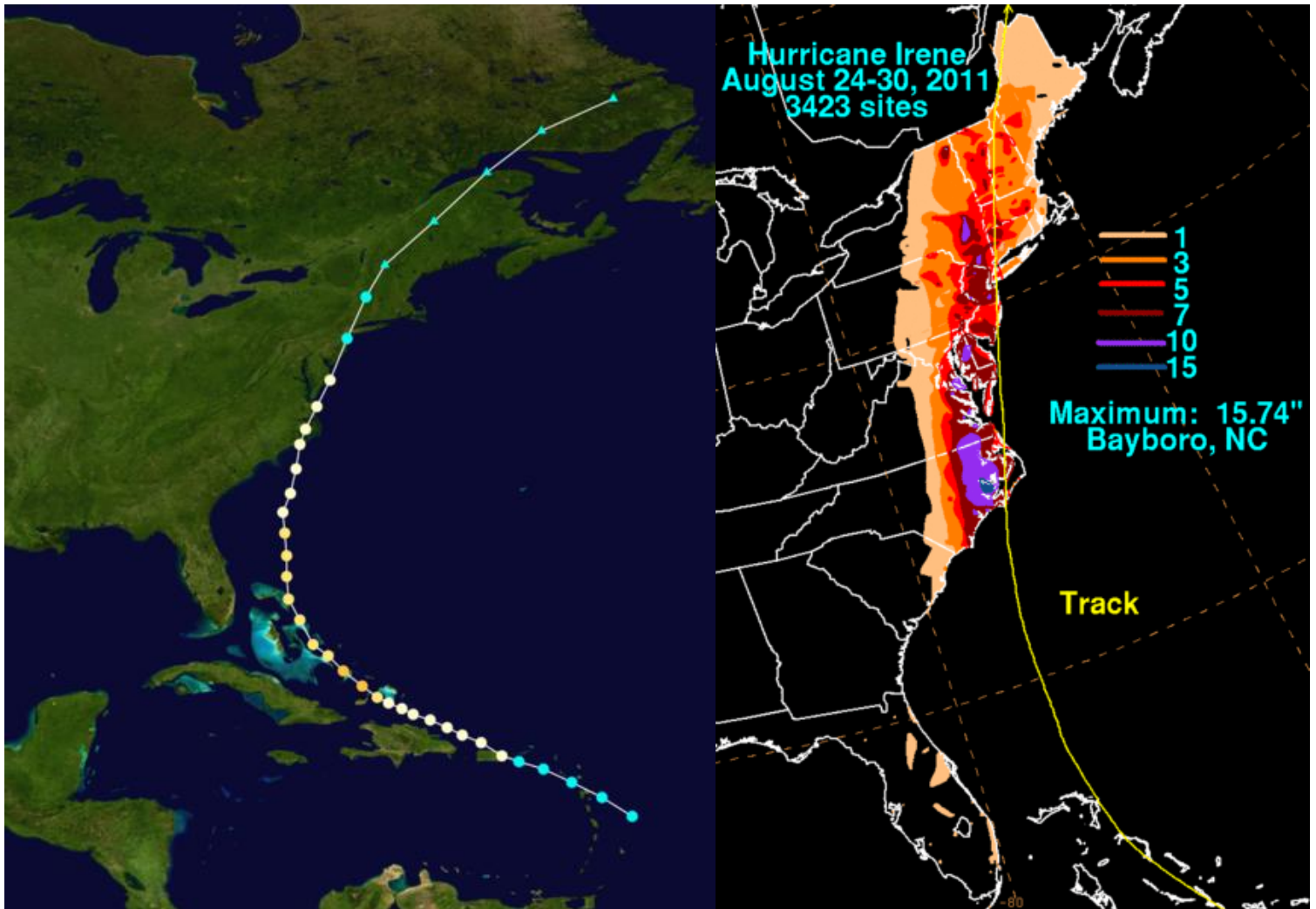
Virginia

- September 8-9, 2011
- 5 Storm related deaths
- November 4, 2011
Individual Assistance denied
- Federal Disaster Declaration
November 17, 2011
- Limited to Public Assistance for more than
\$11,000,000 damage to Roads and Bridges
- <http://www.fema.gov/disaster/4045>



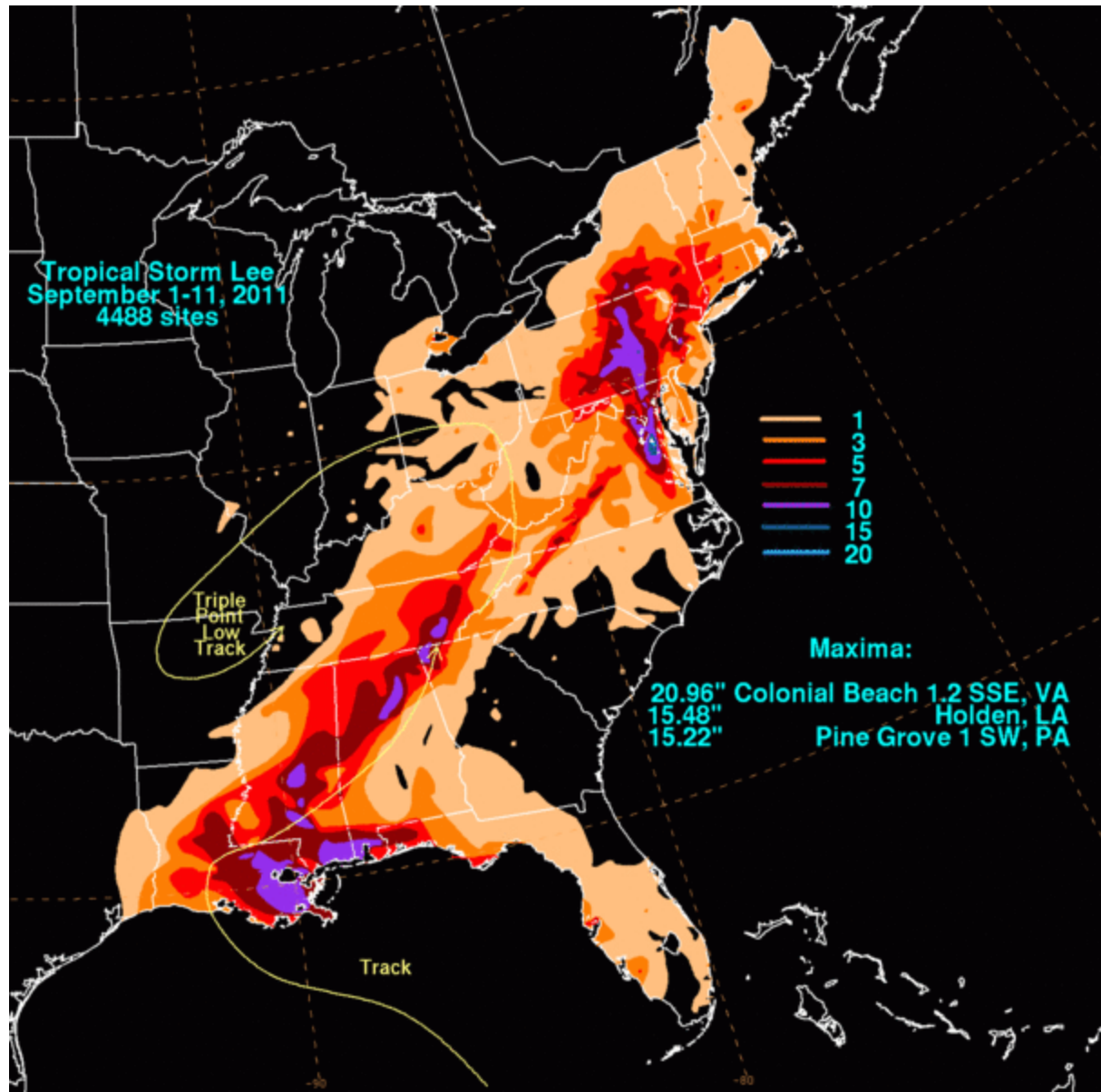
Hurricane Irene

August 27-28, 2011





Tropical Storm Lee





2013 Coordinator's Briefing

**Patrick M. Collins
Prince William County**



Marumsco Creek Flooding Event Review



RAIN TOTALS

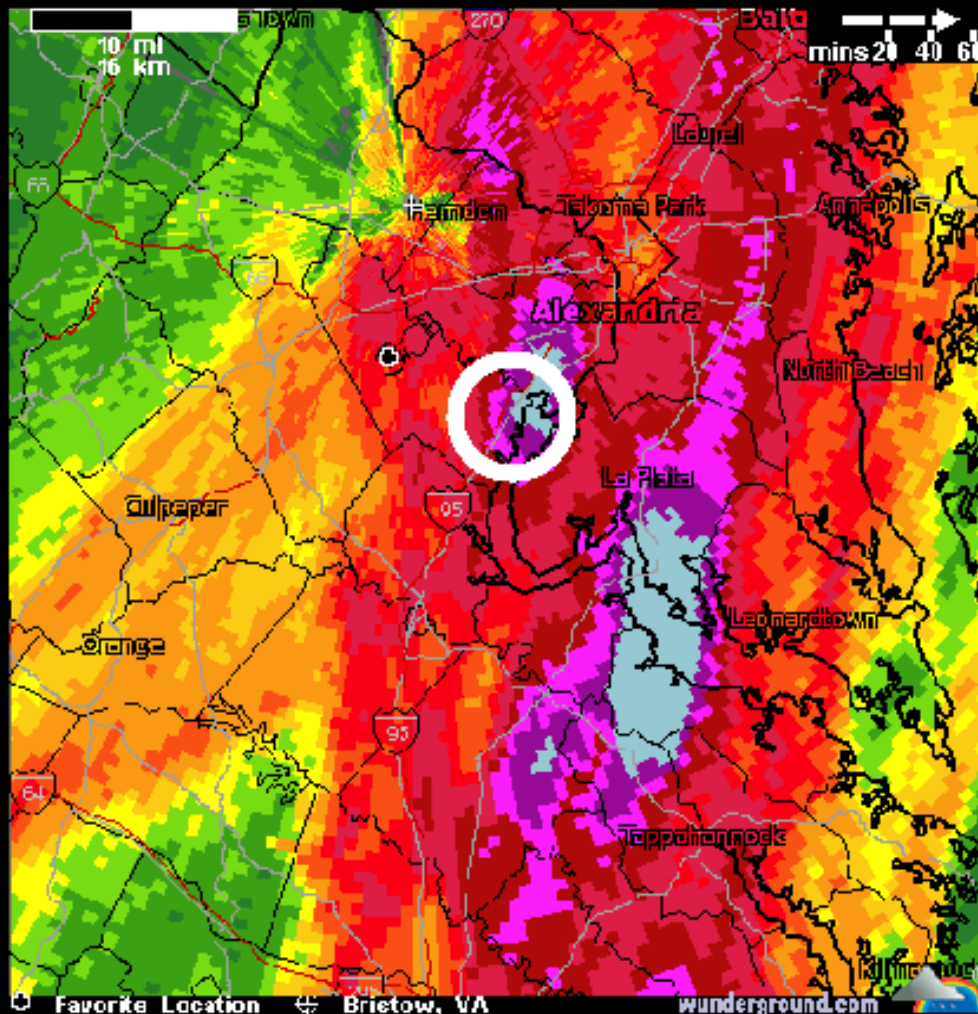


17:34 EDT
09/09/11



21:34 UTC
09/09/11

Max rainfall (in): 36.5
Begin date Sep 05



JEFFERSON DAVIS HIGHWAY





Flooding Review

- The County declared a local emergency on Thursday evening 9/8/2011
- Majority of flooding along Marumsco Creek at Route 1
- Calls for service 6:00 p.m. thru midnight 9/8/11
 - PD received 248 calls for service
 - FD received 116 calls for service
 - 21 Swift Water Rescue calls
 - 44 Hazard calls related to weather
 - 82 EMS calls



Flooding Review

- 66 trailers out of 108 homes at Holly Acres Mobile Home Park were declared unsafe for occupancy
 - 2/3 of homes located in floodway
- 15 businesses in the area were declared unsafe for occupancy
- Retaining wall failed at Breezy Ridge Way Condominiums
- Shelter Operations
 - Initially established at Woodbridge High School
 - Moved to Dale City Recreation Center
 - Closed 5 p.m. 9/16/11
 - ARC Shelter at First Mt Zion Baptist Church

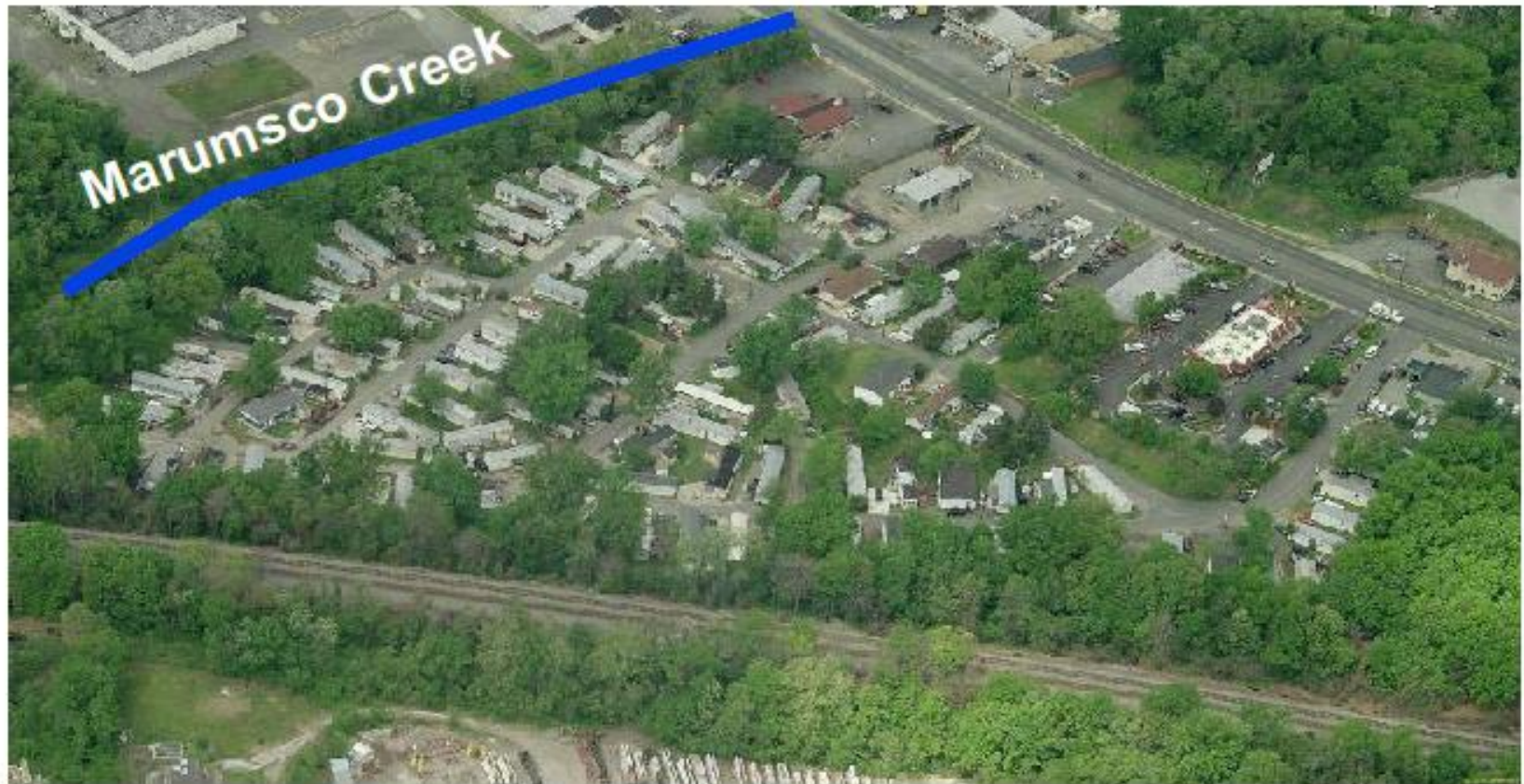


Shelter Census

- 9/9/11 WBH-44
- 9/10/11 WBH-151
- 9/11/11 DCR-154
- 9/12/11 DCR-151
- 9/13/11 DCR-157
- 9/14/11 DCR-148
- 9/15/11 DCR-132
- 9/16/11 FMZBC-110
- 9/17/11 FMZBC-64
- 9/18/11 FMZBC-61
- 9/19/11 FMZBC-95
- 9/20/11 FMZBC-74
- 9/21/11 FMZBC-62
- 9/22/11 FMZBC-51
- 9/23/11 FMZBC-46



HOLLY ACRES MOBILE HOME PARK





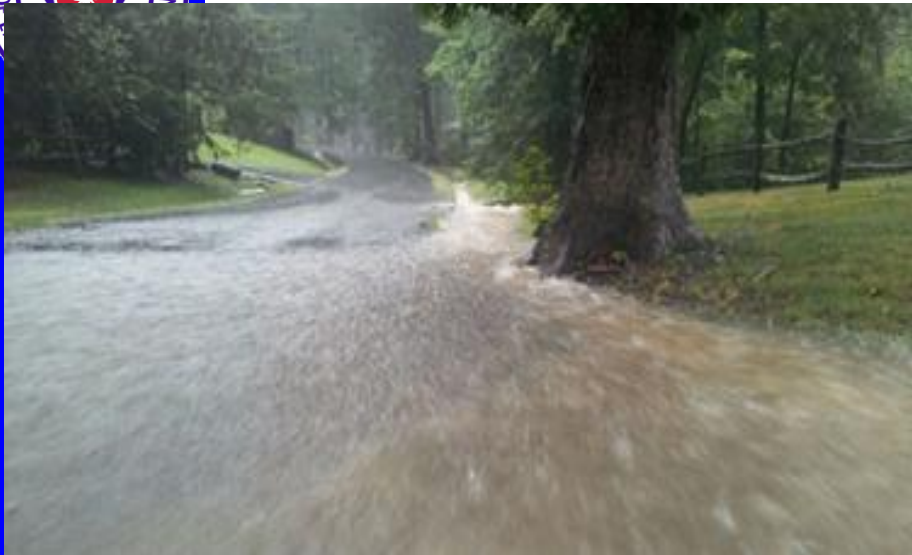
Breezy Ridge Way Condos



BREEZY RIDGE WAY























EOC Operations

- After initial 2 days open 12-hour days
- Significant problems with some County Agencies
- IAP development
- Getting accurate info
- Problems with businesses
- Problems with Elected Officials



Issues

- Rumors in the media- PWC didn't do something
- All Declarations were made
- Problems between BOCS/Senators
- FEMA hurry up and wait
- FEMA smoke and mirrors
- PDA not counting certain damage on IA



Moving Forward

- Breezy Ridge - months after the fact still have 10 families displaced
- 66 Trailers needed to be demolished
- 32 Businesses wound up with 150-180 employees unemployed
- As of 7/29/13 nine trailers are back



Moving Forward

- The County mandated to contribute \$75,000 to Hydrological Study
- If study finds floodway has not changed dead issue
- Owner suing CSX because of culvert
- Potential for more lawsuits



Lessons Learned

- Fox News iPad
- Businesses don't want an SBA loan; they want a hand-out
- Getting ahead of the message
- Shelter is open/EOC needs to be open
- Donations Management in the parking lot
- Record keeping from Public Works



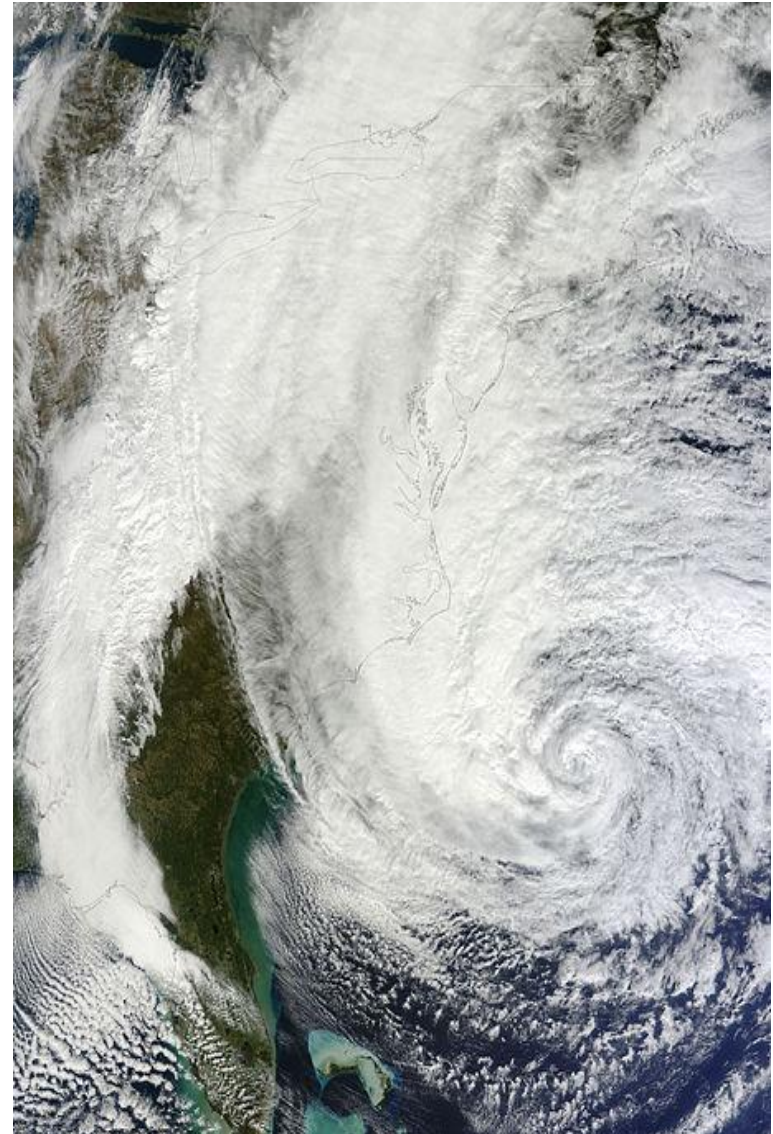
Final Thoughts

- We do short-term sheltering very well, we do long-term housing really poorly
- We do response very well
- We do recovery really poorly
- Potential undocumented citizens
- Nothing to offer businesses except maybe an SBA loan
- Managing expectations and managing the message



Hurricane Sandy

- Named
Tropical Storm
Oct 22, 2012
- Dissipated
Oct 31, 2012
- Max Sustained Winds:
115mph
Category 3 Hurricane
- Formed in the Western Caribbean and moved north along the Eastern U.S. seaboard





Hurricane Sandy

- 24 States Affected
- 148 Deaths
- Estimated \$68 billion in damage
- 2nd most costly hurricane in U.S. History
- 1.4 Billion in assistance approved currently



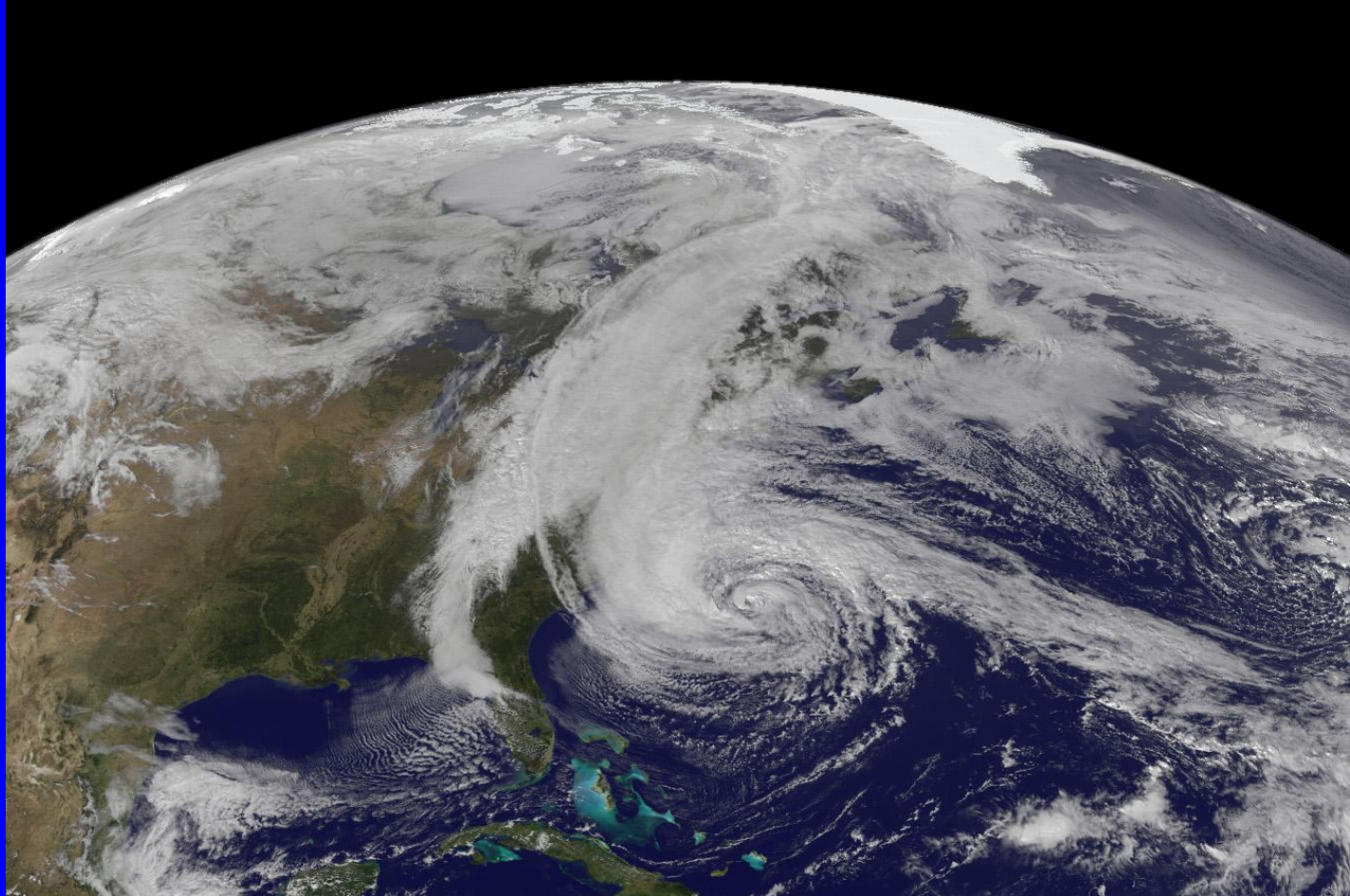


Virginia

- October 26, 2012
Governor McDonnell declared state of emergency
- November 26, 2012
Federal Disaster Declaration
Federal Disaster Aid for cost sharing
- 26 counties and 3 cities
- Currently over \$10 million in assistance approved to date
- <http://www.fema.gov/disaster/4092>



Hurricane Sandy



Accomack County



Timeline of events

- Friday Oct 26
 - EOC Staff Briefing
 - Local State of Emergency Declared
 - EOC preparation moving forward



■ Sunday Oct 28

- **0800 hrs.** EM staff in EOC
- **1200 hrs.** EOC fully operational
- **1400 hrs.** Shelters open
- Town of Chincoteague issued Vol. evacuation
- Northampton issued mandatory evacuation low lying areas



- **1700 hrs** 22 people in shelters
- **2145 hrs** 49 in shelters
- **2215 hrs** Chincoteague Causeway closed



■ Monday Oct 29

- 1030 hrs. Town of Chincoteague Officials advised flooding worse than Gloria, most of the island impassable
- Curfew to go into place at 1200
- Town of Saxis completely covered with water
- **1200 hrs.** B/C Lewis made decision to go to alternate dispatching



■ **1400 hrs.**

131 persons now in shelters

Chincoteague now experiencing moderate to severe flooding.

1800 hrs.

17,250 customers now without power (1/2 of entire county)

Causeway to Saxis closed

197 persons now in shelters

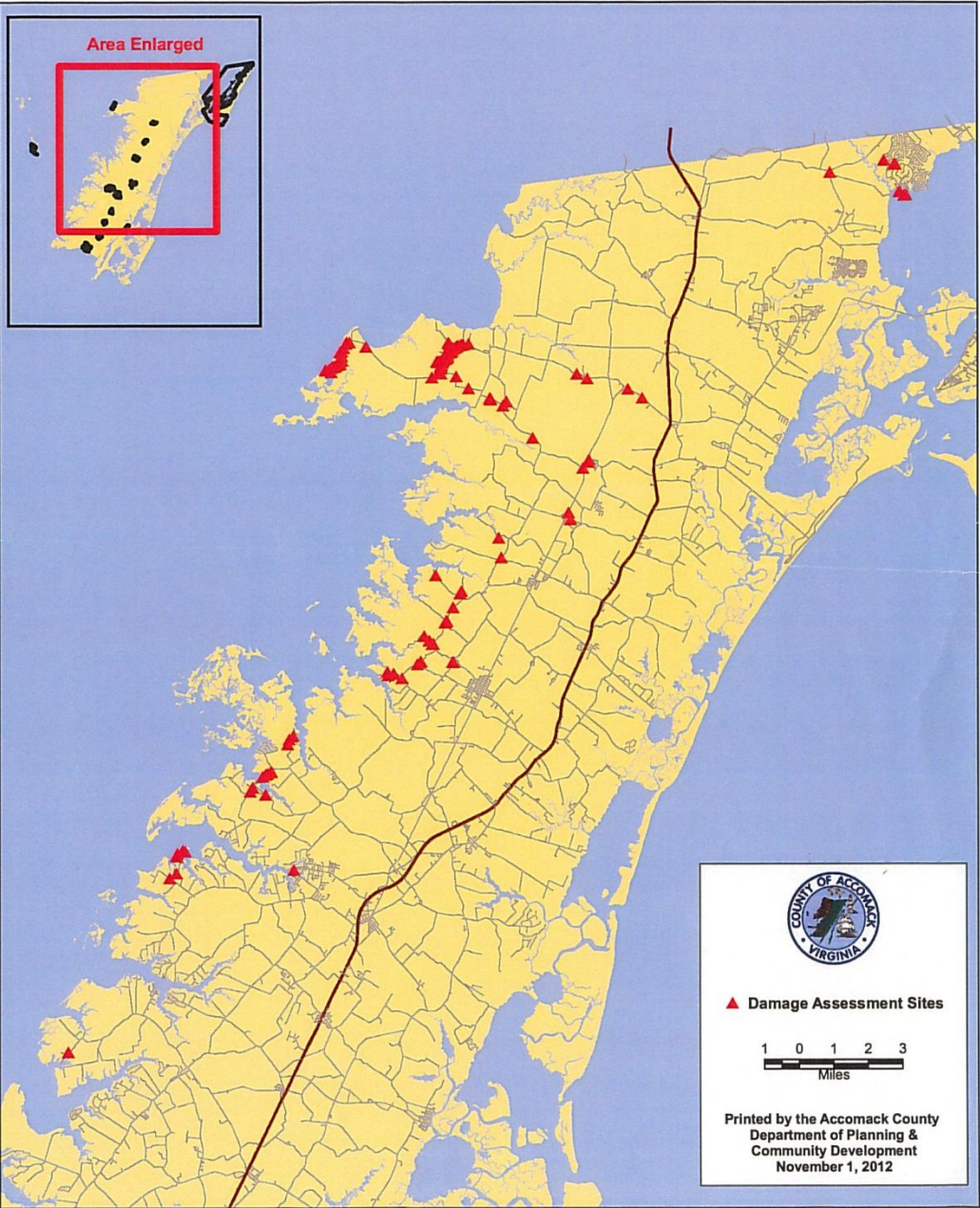


■ Tues. Oct 30

- 0630 hrs. Meeting held to discuss logistics to deploy to Saxis.
- Operations continued throughout the day
- 1800 hrs. decision was made to close the EOC with operations being handled by EM staff.



Hurricane Sandy Damage Assessment Sites





Damage Assessment

- Teams went out Tuesday morning conducting windshield surveys in the hardest areas
- This was continued on Wednesday
- Based on the assessment of residential structures they found 2 destroyed, 42 major, 116 minor and 8 that were affected.



Citizen Assistance with Recovery

- 63 applied for SBA assistance and 38 denied
- 7 families permanently relocated
- 120 had insurance, however would not cover all the damage
- Virginia Disaster Relief Funds assisted several families.



Estimated dollar value

- Virginia threshold \$10,961,402.00
- Accomack County threshold \$114,416.00
- Residential Damage \$5,850,395.00
- Public Facilities \$1,440,575.00
- **Total dollar Est. \$7,290,970.00**





WACHAPREAGUE MARINA
& RESTAURANT
BOAT RENTAL
BAIT & TACKLE







ISLAND HOUSE RESTAURANT

Zed's
Tackle

Capt. Zed's LIVE MINNIE

Zed's
BOAT REPAIR

HIGH WATER MARK
ATLANTIC AVE AND BAYVIEW STREET
SEPTEMBER 18, 2003
USE THIS HIGH WATER MARK TO DETERMINE
THE ELEVATION OF THE CLIFF AND IF THE
CLIFF IS A FEET OF 10 FEET FROM
THE CLIFF TOP AND BAYVIEW STREET.
WACHAPREAGUE, VIRGINIA
LITTLE CITY BY THE SEA
WWW.DADA-SEA.COM



HIGH WATER MARK

ATLANTIC AVE AND SOUTH STREET

SEPTEMBER 18, 2003

ON THIS DAY, WATER ROSE FROM THE WETLANDS TO
THIS LEVEL INDICATED BY THE BLACK LINE AT THIS
LOCATION AS A RESULT OF A VERY STRONG
NORTHEASTER AND HURRICANE ISABEL

WACHAPREAGUE, VIRGINIA
LITTLE CITY BY THE SEA



www.noaa.gov





Capt. Zed's
Bait & Tackle

Capt. Zed's
BOAT RENTAL

17
Capt. Zed's
BOAT RENTAL

CAPT. ZED'S
MARINA
Now Offering
GAS & DIESEL FUEL
On The DOCK!





Capt Zed's
Bait & Tackle

Capt Zed's
BOAT RENT

Coca-Cola

CAPT ZED'S
MARINA
Now Offering
GAS & DIESEL FUEL
On The DOCK!

TTC



Capt Zed's LIVE MINNOWS

Capt Zed's
FISH & TACKLE























Issues Experienced

- Coordinator and Deputy Coordinator first time in EOC.
- Space in building not suitable for EOC operations
- Staffing – due to the length of time needed for activation, more staff could have been utilized to cover shifts



Lessoned Learned

- NEED designated PIO during activation
- Pet Shelter Issues – need pet shelter
- Citizens will not listen to warnings



Best Practices

- EOC Staff with limited personnel work very well together.
- Alternate Dispatch Procedures



Ongoing Assistance

- 1 family who is trying to locate a replacement mobile home
- 2 families on Tangier who need roof repair
- 1 in Sanford that was only partially completed..
- 8 additional families that have issues right now that prevent us from working with them till they are resolved - taxes, ownership issues, etc .



- Thanks to the following organizations
 - VDEM
 - Accomack CERT Members
 - Accomack-Northampton Planning District
 - Resurrection Disaster Relief – 11 homes
 - Virginia Baptist Mission Board/Impact Virginia – 7 homes

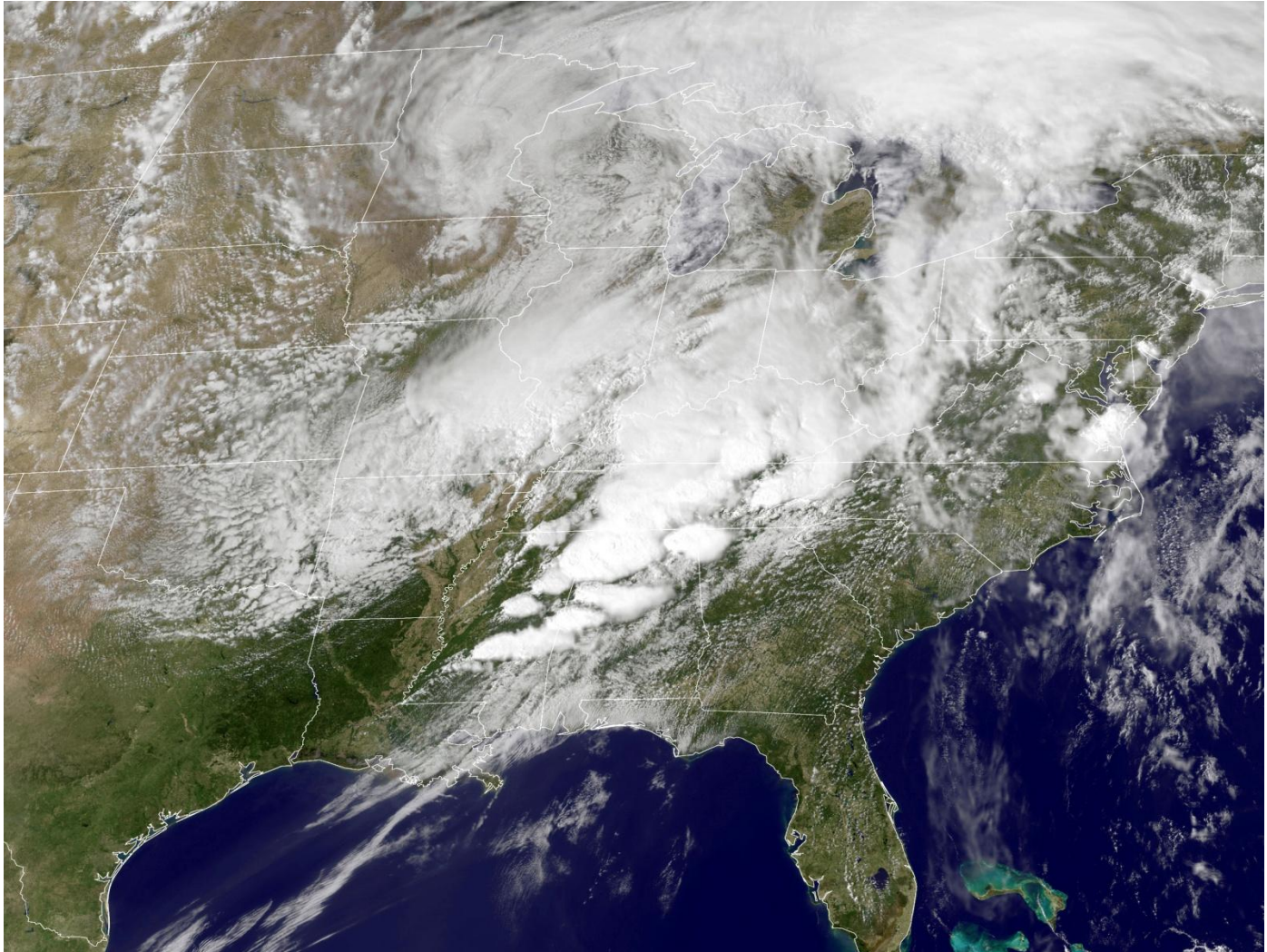


Thank you!

**What are your
Questions?**



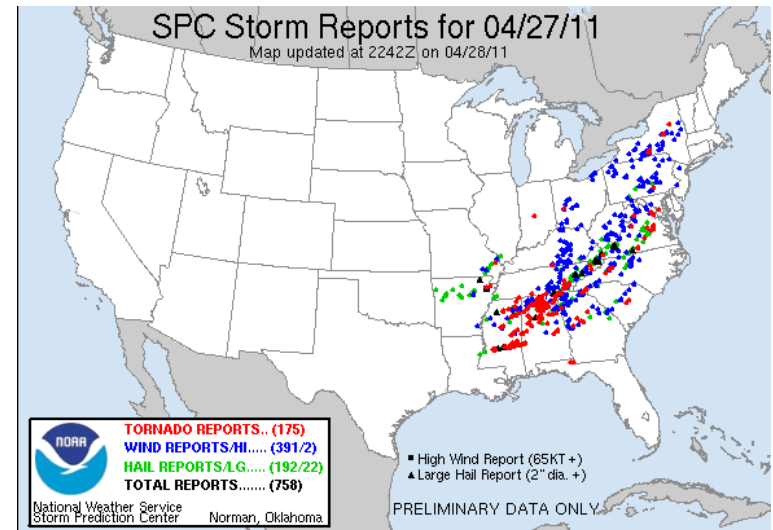
April 2011 Tornado Outbreak





April 2011 Tornado Outbreak

- 21 States Affected
- 358 Tornadoes
 - 258 in AL
- 324 Deaths
 - 4th deadliest
- Estimated \$11 billion in damage
- Included several EF-5 Tornadoes
 - Tuscaloosa, AL





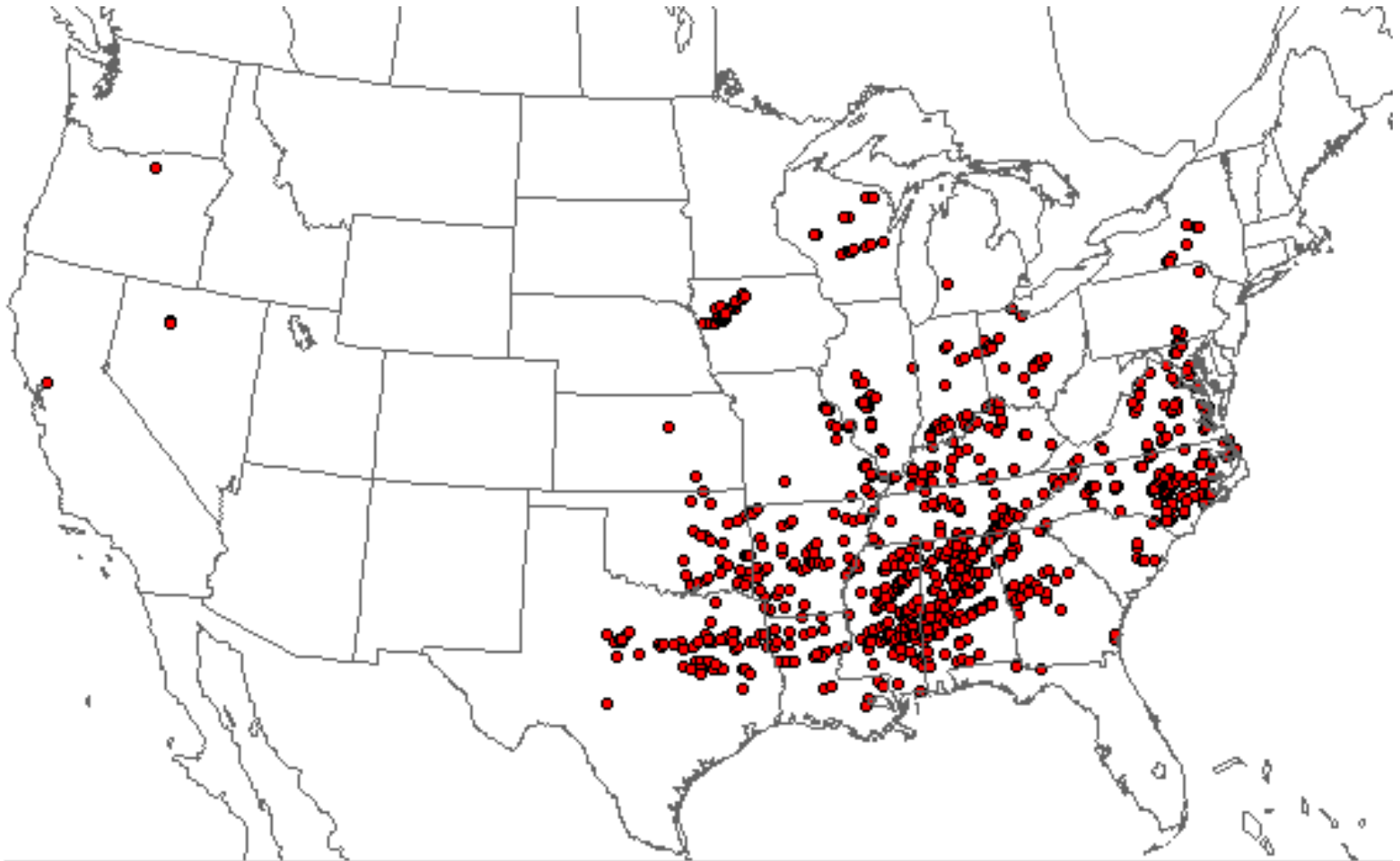
April 2011 Tornado Outbreak



April 25-28, 2011



April Tornadoes



**PRELIMINARY SEVERE WEATHER
REPORT DATABASE (ROUGH LOG)**

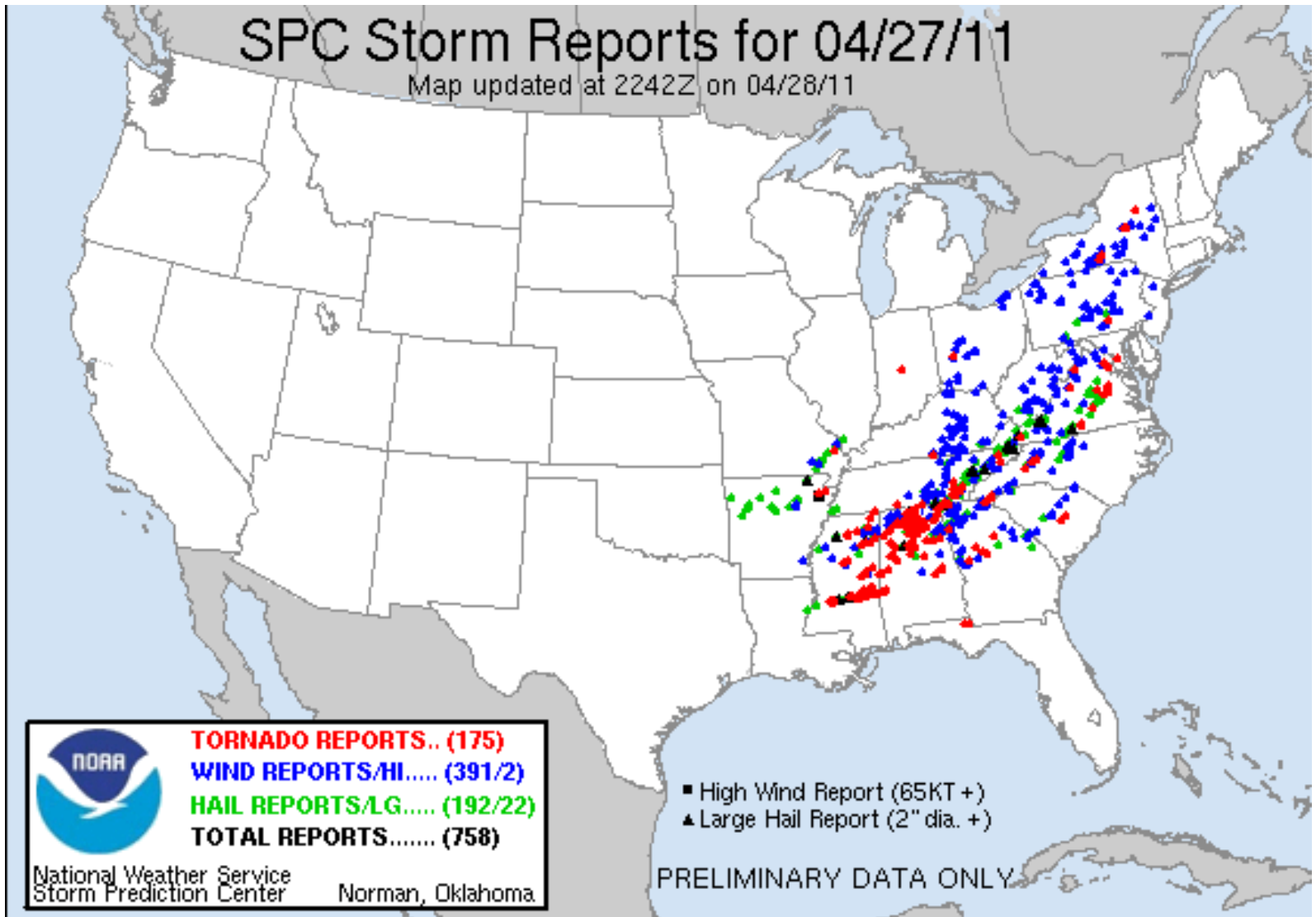
NOAA/Storm Prediction Center Norman, Oklahoma

**Tornado Reports
April 01, 2011 - April 30, 2011**

Updated: Saturday April 30, 2011 14:32 CT

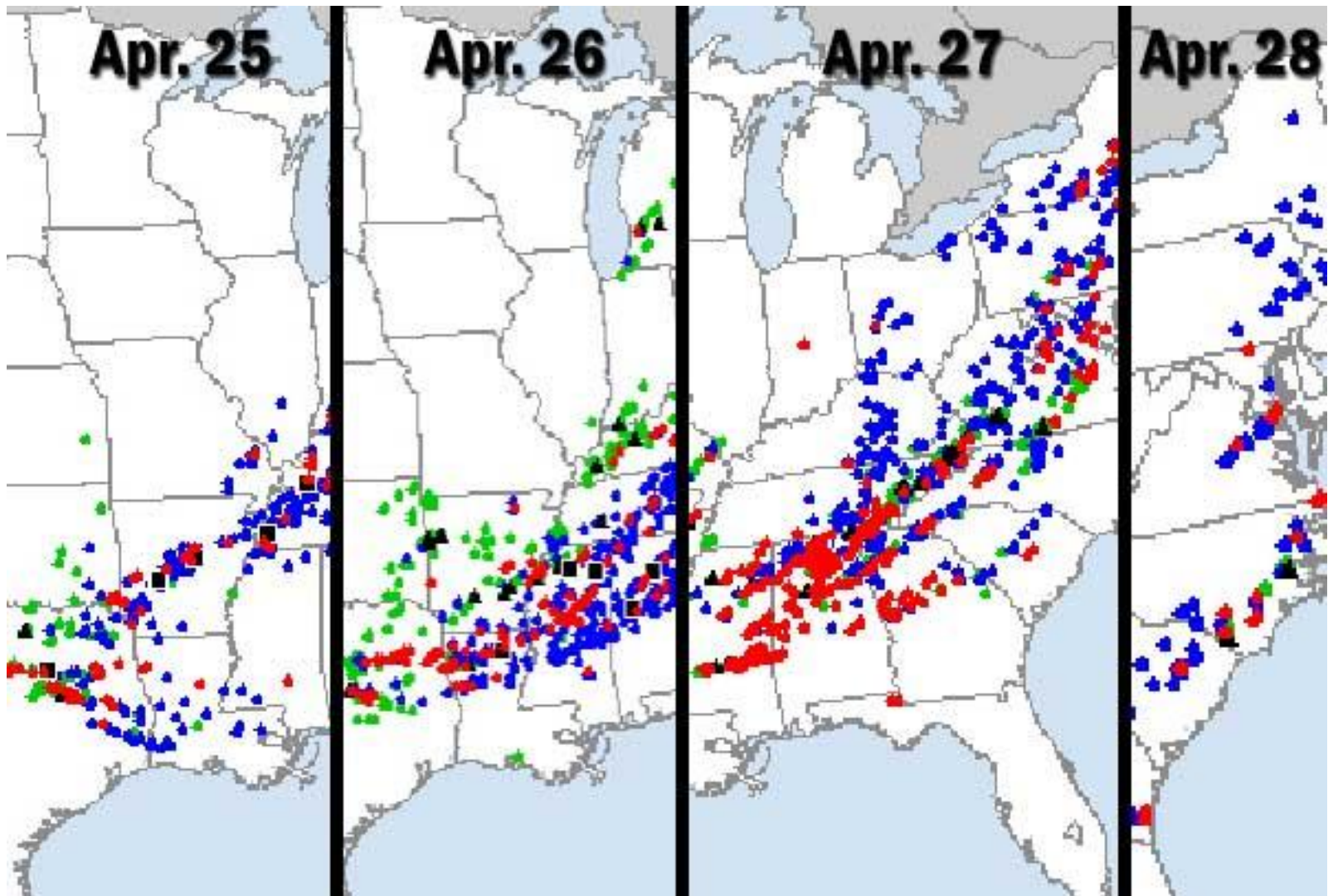


Storm Damage Reports



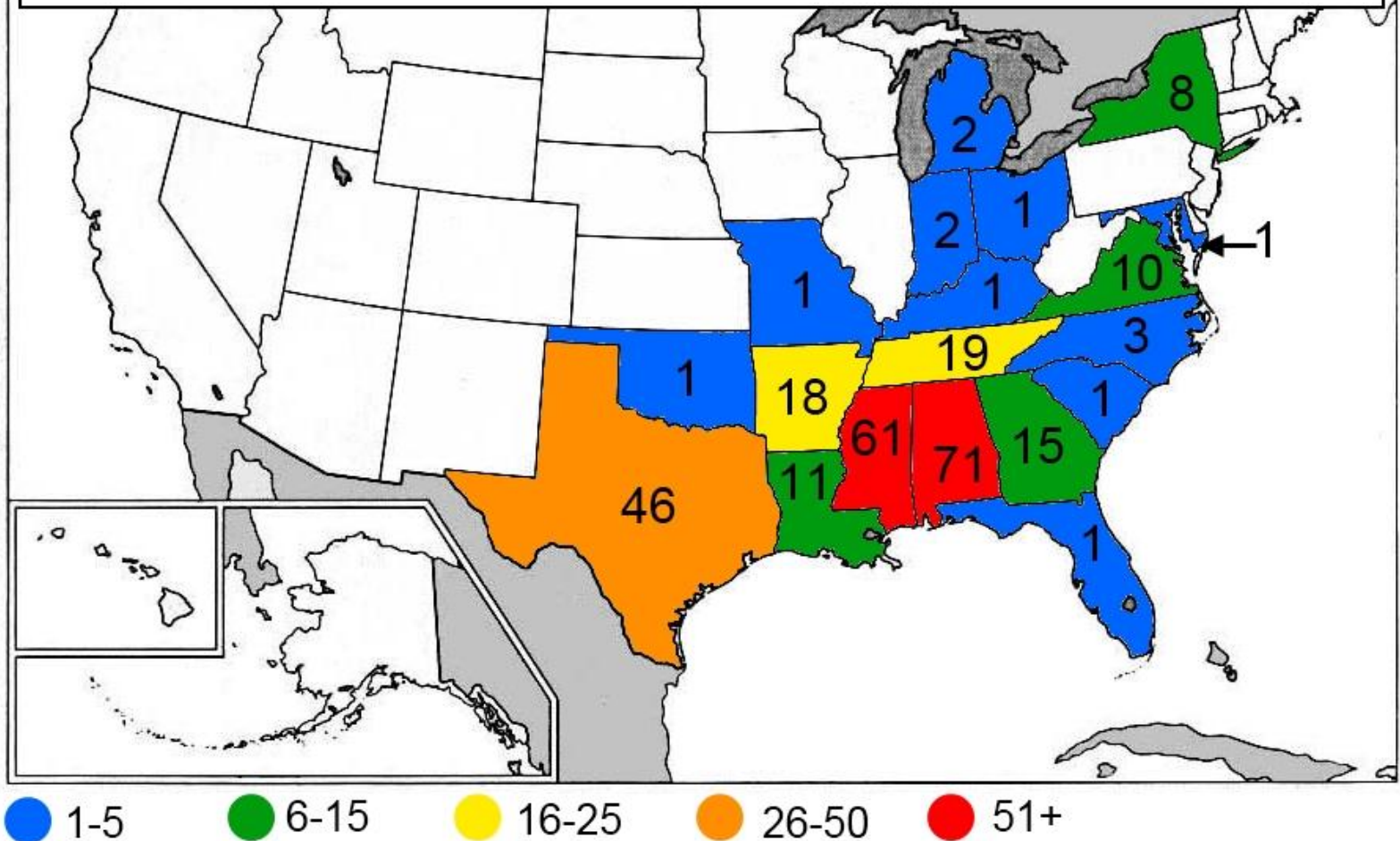


Day by Day





Number of Tornadoes Reported From April 25-27





Virginia

- April 27-28
- 10 Tornados
- Most significant was EF-3 Tornado in Washington Co.
- May 6, 2011 Federal Assistance denied
- May 19, 2011 Appealed
- June 23, 2011 Denied



Washington Co Tornadoes

- 4 Tornadoes EF0 to EF3
- Thursday April 28, 01:05AM
- EF3 Tornado
 - 25 mile path $\frac{3}{4}$ mile wide
- Winds 140 mph



2013 VDEM State Coordinator's Briefing

**Pokey Harris, Director of Emergency
Management
Washington County, VA**



Our Recovery.....

"We're in it For the Long Haul"



10,000 Foot View.....

(Some of you may remember when it was a 50,000 foot view.)





...from the Emergency Management Perspective

- Prepared to Respond
 - Allusiveness of Recovery





Volunteer and Donations Management

■ Volunteer Management

- SUV's appeared immediately
- Coordination of AV's
- Established a way to manage AV's
- Volunteer Reception Center (VRC)

*Registered and tracked volunteers

- VDEM and VOAD
- Mechanism to disseminate information
- Close proximity to be effective – but far enough to be effective
- **Volunteer Coordinator!!!**





Volunteer and Donations Management

- Donations Management
 - Donations appeared almost as quickly as the SUVs
 - Spontaneous Unaffiliated Distribution Centers (SUDCs)
 - People are compassionate and have big hearts
 - Needed to establish a location to serve as the official DC
 - Can serve as other resource center (i.e. VDH, VEC, AEP)
 - Donations management transitioned to longer term
 - Larger operation for warehouse management and distribution





Volunteer and Donations Management

- VOAD assisted to establish a warehouse for the receipt of quantity items
- Staffed distribution center with local volunteer organization
- Close proximity to be accessible
- Gauge timeframe for operations
- Donations coordinator!!!
- Continual lookout for locations and facilities





Long Term Recovery

- Confounded emergency management scholars for years
 - Very good at response
 - Long-term recovery alludes us
- Student of emergency management
 - Aware of the lack of long-term recovery planning
 - Our response was remarkable and
 - Our immediate recovery efforts were on point
 - Testament to our planning
- What we experienced would take our recovery efforts to a much higher level
- Discussed long term needs while establishing VRC





Long Term Recovery

- Using provided guidance documents, established the framework of what would become the

Washington County Long Term Recovery Group

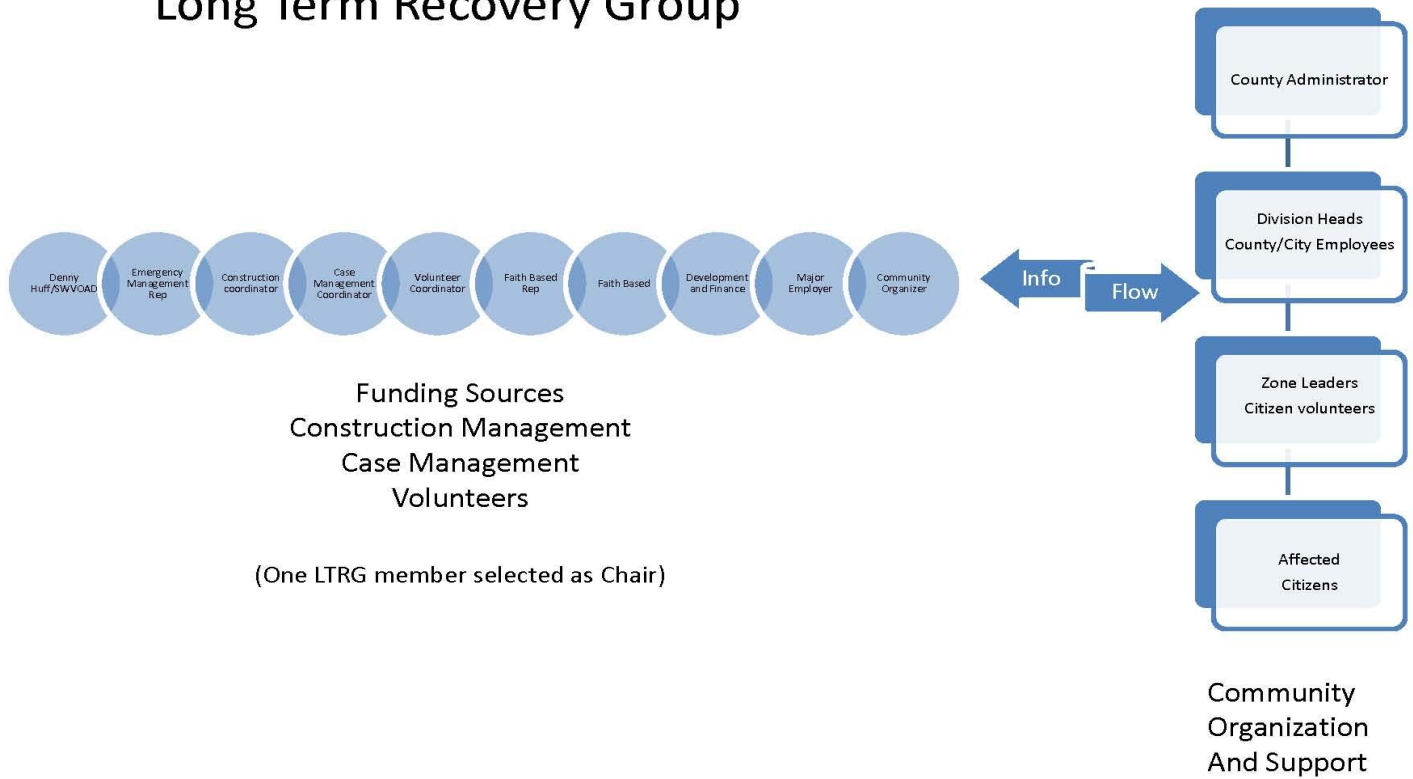
- *Organizing for Recovery When Disaster Hits Your Community*
 - A “How-To” Template for Virginia VOAD





Long Term Recovery

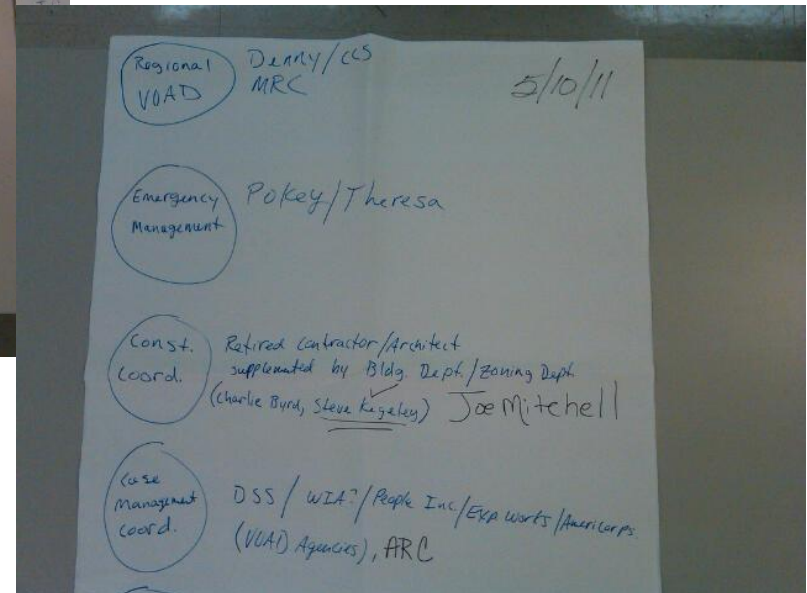
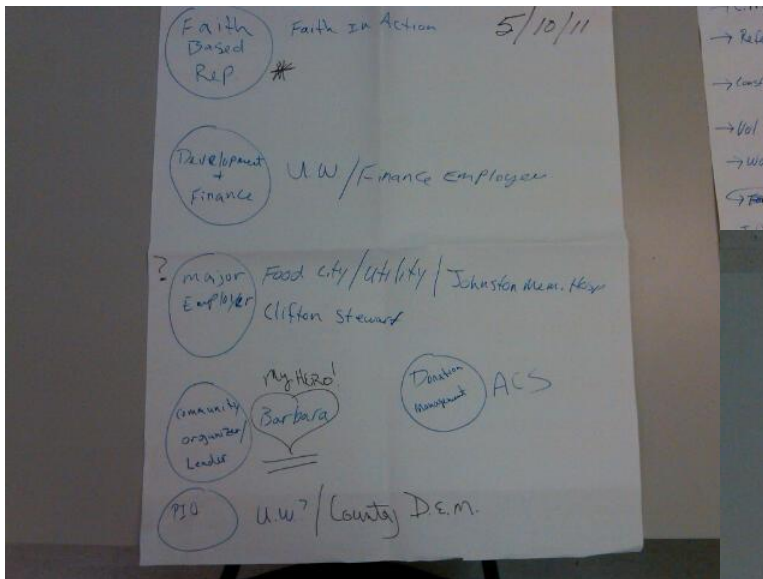
Washington County Long Term Recovery Group





Long Term Recovery

- *And in the real world, it translates to...*





Long Term Recovery

**Bringing all stakeholders to the TABLE!!!*

- Representatives of various organizations
- Established guidelines to provide assistance
- **United Way served as the fiscal agent**
- DSS for case management
- County funded position
- LTRG established a process
- Almost 2 year endeavor
- Plans to become a permanent task force





Long Term Recovery

- 178 Cases +
 - Gas Cards to Total Rebuilds of Homes
 - Some Minimal Assistance Early not Tracked
- \$1.5 M
 - \$600K Governor's Disaster Relief Fund
 - \$500K Washington County Donor
 - \$700K Local Disaster Relief Funds
- New Application Process for Assistance
 - VDEM and LTRG
 - Case managers to oversee every case
 - Construction supervisor site visits and assessments
- CDBG award for 11 families
- Case management officially closed
- Reconciled with VDEM
- Audit of United Way records and accounts performed
- Final report to the Board of Supervisors October 8, 2013



Long Term Recovery.....

WCDEM Recovery Related Information



Long Term Recovery.....

<http://www.youtube.com/watch?v=mKozDPH1wuU>



Thank You!!!



We're in it for the Long Haul!





Recovery Tools

- Virginia Disaster Relief Fund
- Virginia Volunteers Active in Disasters
- Long Term Recovery Groups
- VDEM
 - <http://www.vaemergency.gov/EMCommunity>



Virginia Disaster Relief Fund

- State-managed relief fund established by Gov. Bob McDonnell to financially help Virginia residents who are impacted by disasters.
- In August 2011, the governor made the fund a permanent part of the Commonwealth's disaster relief tools, serving as a fund of "last resort" if other state, federal and private aid is not available to assist victims of disasters.



Virginia Disaster Relief Fund

- Proceeds of the fund will be distributed as grants to Local Disaster Recovery Groups.
- Grants also can be made to charities and faith-based organizations associated with the Virginia Voluntary Organizations Active in Disasters.
- Groups can request assistance for specific cases in order to accomplish projects that will help individuals recover.
- Groups that receive grants must use case management to determine and respond to victims' needs.



Virginia Disaster Relief Fund

- Nearly 2 million in 15 localities distributed
- <https://egov.virginia.gov/GOV/DonateNow>



Virginia VOAD



Virginia
Voluntary Organizations
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

<https://vavoad.communityos.org/cms/>



Long Term Recovery



Washington County Long-Term Recovery Group
Manual

2012



Thank you!

**What are your
Questions?**